

HOW LEXMARK TOOK A GIANT STEP INTO THE FUTURE WITH THEIR PROCESS DIGITIZATION INITIATIVE



FRUSTRATING COMPLEXITIES WERE HINDERING TRANSFORMATION AND AGILITY.

Lexmark continued its digital transformation from the traditional Shared Services Center (SSC) model to a Global Business Services (GBS) group. A unified governance of activities by end-to-end processes would set Lexmark up for a more agile and sustainable future.

Under the leadership of Vincent Lacour, the GBS team accelerated its digital transformation to shift toward value creation.

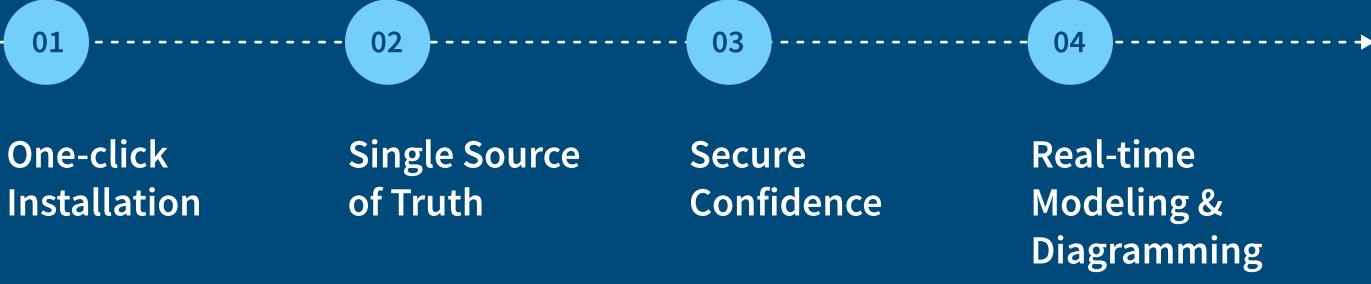
But to get there, Lexmark were faced with critical questions:

- How can we *identify* automation opportunities?
- How can we *simplify* our process to provide a better user experience?
- How can we *optimize* our end-to-end lead time?

TURNING SILOED VISIBILITY INTO SIMPLIFIED AND CONNECTED DECISION-MAKING, THANKS TO TRUSTWORTHY MODELING BY DESIGNER.

ins-pi had already guided Lexmark to create an Enterprise Digital Twin with their proprietary solutions *UPM-X* and *Designer*, built on the ServiceNow platform.

With an accurate real-time model to help them confidently make business decisions, the Lexmark GBS team now looked to ins-pi's *Designer* to help them model process changes across their entire enterprise.



DESIGNER WAS EASY FOR OUR TEAM TO USE, AND THE COLLABORATION WITH INS-PI WAS HEALTHY. THEY ALWAYS WORK HARD TO GET A WIN-WIN OUT OF EVERY PROJECT.

Vincent Lacour

Director of Digital Transformation
Lexmark Global Business Services



AFTER DIGITIZING ITS PROCESSES THROUGH DESIGNER, LEXMARK IS NOW BENEFITING POSITIVELY ACROSS ITS ENTIRE BUSINESS PROCESSES.



Engaged Employees

A digital twin for processes delivered value at individual contributor and first-line manager levels by giving accountability back to them. There is no limit to understanding the before and after and sharing opportunities for improvement.



Confident Decisions

Process decision-making no longer relies on a few process analysts. Instead, digitization combined with analytics empowers leaders with an authoritative source of truth at their fingertips to make fact-based decisions.



Sustainable Future

Lexmark now has a better solution to manage business continuity plans via its authoritative source of truth for processes. In addition, they could operate from anywhere if the need arises — as everything is digitized down to SWI (standard work instruction).



Agile Innovation

The digital twin is an ongoing journey Lexmark has taken with an agile mindset, delivering the imagined vision first. "As our first release is being deployed, we're building the next version with five to six concrete capabilities to explore now," said Vincent Lacour.



Satisfied Customers

The transformation has enabled Lexmark to identify opportunities to simplify processes by removing or combining actors across workstreams. This led to improved customer experience — especially when managing delicate customer escalation or issue resolutions.



Decreased Costs

Process modeling for optimization leads to cost savings and increased profitability as bottlenecks are removed and wait times decrease. Now Lexmark can quickly identify opportunities for automation and address bottlenecks through wait time focus.

STEP INTO THE FUTURE OF DIGITAL TRANSFORMATION WITH INS-PI AND SERVICENOW.

We've been helping companies of all shapes and sizes achieve enterprise architecture excellence for more than 30 years. Decision-making doesn't have to be so complex, confusing, and costly. Instead, we build solutions that empower dynamic decision-making across your entire organization by providing real-time modeling.



Designer is a state-of-the-art solution built on ServiceNow, offering real-time diagramming and modeling. It provides architects with the best possible user experience and delivers business value you can measure.



UPM-X helps you understand your full enterprise and the current and long-term impact of planned changes — all in real time. As a result, Enterprise Architects can support end-to-end transformation processes across your entire organization.

Shoot us an email and we'll show you how it all works!

[Show me how it works](#)